

## AMENDMENTS

### In the Claims

1           1.     (Currently Amended) A computer implemented method for creating knowledge  
2     in a solution network comprising:  
3           generating knowledge for a solution network based upon an interaction with a user of the  
4           solution network, the generating knowledge being via a computer system;  
5           saving the knowledge for the solution network while interacting with the user, the saving  
6           the knowledge being via the computer system; and,  
7           incubating the knowledge for the solution network before releasing the knowledge for  
8           general access, the incubating holding the knowledge while the knowledge is  
9           confirmed as a successful resolution, the incubating the knowledge being via the  
10          computer system.

1           2.     (Canceled)

1           3.     (Original) The method of claim 1 further comprising:  
2     augmenting current knowledge while interacting with a user of the solution network.

1           4.     (Original) The method of claim 1 further comprising:  
2     providing a self help module within the solution network;  
3     enabling the user to access the self help module to access the knowledge of the solution  
4     network; and,  
5     monitoring the user activity while the user is accessing the knowledge of the solution  
6     network.

1           5.     (Original) The method of claim 4 further comprising:  
2     modifying the knowledge based upon the monitoring.

1           6.     (Original) The method of claim 1 further comprising:  
2     storing information relating to customer systems;

3 linking the information relating to customer systems to the solution network; and,  
4 using the information relating to the customer systems when generating knowledge for  
5 the solution network.

1 7. (Original) The method of claim 4 further comprising:  
2 publishing the knowledge for the solution network immediately upon release of the  
3 knowledge such that the knowledge for the solution network is available to other  
4 users of the solution network as soon as the knowledge is released.

1 8. (Original) The method of claim 4 further comprising:  
2 maintaining a service history on a customer basis;  
3 using the service history to tailor customer specific solutions.

1 9. (Original) The method of claim 1 wherein:  
2 the solution network supports customer systems; and  
3 the customer systems include information handling systems.

1 10. (Previously Presented) A system for creating knowledge in a solution network  
2 comprising:  
3 means for generating knowledge for a solution network based upon an interaction with a  
4 user of the solution network;  
5 means for saving the knowledge for the solution network while interacting with the user;  
6 and,  
7 means for incubating the knowledge for the solution network before releasing the  
8 knowledge for general access, the incubating holding the knowledge while the  
9 knowledge is confirmed as a successful resolution.

1 11. (Canceled)

1 12. (Original) The system of claim 10 further comprising:  
2 means for augmenting current knowledge while interacting with a user of the solution  
3 network.

1 13. (Original) The system of claim 10 further comprising:  
2 means for providing a self help module within the solution network;  
3 means for enabling the user to access the self help module to access the knowledge of the  
4 solution network; and,  
5 means for monitoring the user activity while the user is accessing the knowledge of the  
6 solution network.

1 14. (Original) The system of claim 13 further comprising:  
2 means for modifying the knowledge based upon the monitoring.

1 15. (Original) The system of claim 10 further comprising:  
2 means for storing information relating to customer systems;  
3 means for linking the information relating to customer systems to the solution network;  
4 and,  
5 means for using the information relating to the customer systems when generating  
6 knowledge for the solution network.

1 16. (Original) The system of claim 13 further comprising:  
2 means for publishing the knowledge for the solution network immediately upon release  
3 of the knowledge such that the knowledge for the solution network is available to  
4 other users of the solution network as soon as the knowledge is released.

1 17. (Original) The system of claim 13 further comprising:  
2 means for maintaining a service history on a customer basis;  
3 means for using the service history to tailor customer specific solutions.

1 18. (Original) The system of claim 10 wherein:  
2 the solution network supports customer systems; and  
3 the customer systems include information handling systems.

1 19. (Previously Presented) A solution network comprising:

a technician interface, the technician interface enabling generating knowledge based upon an interaction with a user of the solution network;  
a repository coupled to the technician interface, the repository storing knowledge relating to troubleshooting solutions, the knowledge relating to troubleshooting solutions including the knowledge based upon the interaction with the user, the knowledge based upon the interaction with the user being stored in the repository while interacting with the user, the knowledge being incubated before being released for general access, wherein incubating the knowledge holds the knowledge while the knowledge is confirmed as a successful resolution; and,  
an information broker coupled to the technician interface and to the repository, the information broker determining a best answer for the user based upon information provided by the user.

20. (Previously Presented) The solution network of claim 19 further comprising:  
a customer interface, the customer interface being coupled to the repository and to the technician interface, the customer interface providing an interface for a customer to the solution network.

21. (Original) The solution network of claim 19 further comprising:  
a real time publishing agent, the real time enabling the solution network to release knowledge while the solution network is operating.

22. (Original) The solution network of claim 19 further comprising:  
an external repository, the external repository storing information relating to customers, the external repository being coupled to the technician interface.

23. (Original) The solution network of claim 19 further comprising:  
a replacement parts module, the replacement parts module generating solutions relating to which replacement parts are associated with particular systems.

24. (Original) The solution network of claim 19 further comprising:

2 a solution authoring module, the solution authoring module enabling authoring of  
3 authored knowledge solutions and applying attributes to the authored knowledge  
4 solutions.

1 25. (Original) The solution network of claim 19 further comprising:  
2 a non-solution network content module, the non-solution network content module storing  
3 information regarding policies and procedures within the repository.

1 26. (Original) The solution network of claim 19 further comprising:  
2 a decision tree authoring module, the decision tree authoring module linking knowledge  
3 in a process oriented manner.